

### **3.4 USING VOICE RESPONSE TO APPLY FOR PERMITS**

For customers that have routine permit requests for special weight and multi-trip permits, the State has provided a voice response interface. Customers may use the voice response unit for “data entry” of permit information, and the permit application is transferred to the OSW system.

The data to be entered is similar to the information covered in Sections 3.3 and 3.4. The syntax and process, however is slightly different. For more information about the data entry process, consult the voice response unit documentation.